

**Attachment G-1**  
**QASP TABLE**

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PWS TASK	REQUIRED SERVICES	PERFORMANCE STANDARDS	ACCEPTABLE QUALITY LEVELS	METHODS OF SURVEILLANCE
B. 1, B. 7	Provide access to records centers and their holdings.  Ensure continuity of operations at all times.	Provide appropriate access to Agency records and related documents during stated hours.	Contractor shall perform this task so that no more than 4 incidents of EPA or Public restricted access during "open" hours will occur in each contract period.	COR will randomly inspect record center access and investigate any EPA and public complaints filed through the Surveillance Activity Checklist forms.
B. 2 - B. 6, C. 11 - C. 15, F. 1	Provide assistance to EPA staff with retrieval of electronic records stored in SEMS-RM.  Retrieve files and respond to information requests.  Serve as attendant / receptionist for record rooms and prepare documents for distribution and / or electronic distribution.	Retrieve files for EPA staff and the public and respond to requests for information from or about the record holdings.  Provide assistance with reviews, copying, and general use of records for EPA staff and the public. Also, prepare documents for electronic distribution via Internet, disc or similar mechanism.	Contractor shall perform this task so that valid customer complaints are received from no more than 4% of the total customers serviced for a particular task in each contract period.	COR will randomly inspect record center staffs' interaction with EPA and the public during file access and retrieval. COR will also investigate any EPA and public complaints filed through the Surveillance Activity Checklist forms.
B. 8, B. 9	Maintain Document Control / Inventory Records.	Maintain electronic inventory databases of hard copy remedial, removal, removal assessments and pre-remedial files.  Maintain an electronic inventory	Contractor shall perform this task so that no more than 4 incidents of incomplete or inaccurate inventories occur in each contract period.	COR will randomly inspect record center tracking system inventory and other tracking measures.

	Maintain and update unique files.	and update unique files.		
<b>B. 10, B. 11</b>	<p>Perform file maintenance and inventory for Remedial, Removal, Removal Assessments, Pre-Remedial, Federal Facility, and Contracts files.</p> <p>Create and Distribute Removal site file kits.</p>	<p>Perform all necessary file maintenance and inventory and acquire needed supplies to maintain the files for long term use and storage. Filter Uncompiled files.</p> <p>Create and distribute removal site file kits in an organized file structure.</p>	Contractor shall perform this task so that no more than 10% of files inspected fail to meet requirements in each contract period.	COR will randomly inspect hard copy record center files for accuracy and adherence to the file structure and document control requirements. At least ten (10) files will be inspected every period. COR will also investigate all EPA and public complaints.
<b>C. 1 - C. 5, C. 9, C. 10, F. 3</b>	<p>Document preparation, catalog, scan / import, perform QC, and In-File documents in SEMS-RM.</p> <p>Maintain integrity of Controlled documents in SEMS-RM.</p>	<p>Adequate preparation of documents for scanning / importing into the SEMS-RM. Completeness of scan and image appearance.</p> <p>Maintain the integrity of Controlled documents in SEMS-RM, redact documents as needed, and allow access to authorized personnel only.</p>	Contractor shall perform this task so that no more than 2 of every 50 files inspected fail to meet requirements for document control and no more than 5 of every 50 files inspected fail to meet the requirements for completeness and adherence to the file structure in each contract period.	COR will randomly inspect electronic record center files for accuracy and adherence to the file structure and document control requirements. A minimum of 50 files will be inspected every period. COR will also investigate any EPA complaints filed through the Surveillance Activity Checklist forms.
<b>C. 6, C. 7, F. 1</b>	<p>Compile and update Administrative Records.</p> <p>Compile and update Deletion Dockets.</p>	Compile, update, and maintain Administrative Record and Deletion Docket files and collections per TDD deadlines.	Contractor shall perform this task so that no more than 2 deadlines are missed in each contract period.	COR will monitor TDD deadlines using the Monthly Status Report.

<b>PWS TASK</b>	<b>REQUIRED SERVICES</b>	<b>PERFORMANCE STANDARDS</b>	<b>ACCEPTABLE QUALITY LEVELS</b>	<b>METHODS OF SURVEILLANCE</b>
<b>D. 1, D. 2, F. 1</b>	Provide assistance with FOIA Requests.	Determine existence of records, estimate effort, gather/copy requested information for FOIA Requests. Provide documents by date stated on TDD.	Contractor shall perform this task so that no more than 1 deadline missed in each contract period.	COR will monitor TDD deadlines using the Monthly Status Report.
<b>E. 1 - E. 4, F.1</b>	Provide support with records disposition program.	Assist EPA in the identification of files to be retired and the implementation of the records disposition program per TDD deadlines.	Contractor shall perform this task so that no more than 2 deadlines missed in each contract period.	COR will monitor TDD deadlines using the Monthly Status Report.